

Goal: COMMUNITY AND CULTURAL ENGAGEMENT

Desired Community Condition(s)

Residents are active participants in civic and public affairs.

Program Strategy:OFFICE OF CITY CLERK

39507

To provide professional, efficient service for the general public, all City Departments, and other agencies impartially and in accordance with federal, state, and local laws

Department: CHIEF ADMINISTRATIVE OFFICER

Service Activities

City Clerk

Records Center

Elections

Boards and Commissions

Strategy Purpose and Description

The mission of this office is to meet the requirements of federal, state, and local laws governing the custody and preservation of all official City records; administration of the Inspection of Public Records Act; the conduct of municipal elections; the support and staffing of various City Boards, as well as, City Hearing Officers. The commonality of purpose that ties such activities together is that federal, state, or local laws set out all responsibilities of the Office of the City Clerk. The primary clients are city employees, the general public (local, state, and out-of-state) other government entities, hearing officers, and board members. The current state of customer conditions varies as all the boards listed above are assembled and hear cases regularly.

Changes and Key Initiatives

None

Priority Objectives

Input Measure (\$000's)

2001	110	110 GENERAL FUND	1,037
2002	110	110 GENERAL FUND	1,139
2003	110	110 GENERAL FUND	819
2004	110	110 GENERAL FUND	1,447
2005	110	110 GENERAL FUND	1,273

Strategy Outcome	Measure	Year	Project	Mid Year	Actual	Notes
Conduct lawful elections by communicating election information to voters; and providing opportunities for all to cast a ballot.	<i>The indicator is measured by the outcome of legal ballots received for a municipal or special election. This figure will be determined by taking the number of legal ballots received and dividing it by the total number of City registered voters</i>	2001			see notes	<i>In FY 01 there were 245,826 registered City voters. The number of legal ballots received by this office for the May 30, 2001 Special election was 50,610. The outcome of this election was 19.86%</i>

	<i>The indicator is measured by the outcome of legal ballots received for a municipal or special election. This figure will be determined by taking the number of legal ballots received and dividing it by the total number of City registered voters</i>	2002	see notes			<i>In FY 02 there were 235,152 registered City voters. The number of legal ballots received by this office for the October 2, 2001 Municipal election was 99,695. The outcome of this election was 42.39%</i>
To ensure the public is well informed of governmental policies and procedures, maintain and preserve accessible public records and communicate municipal election information to voters.	<i>The measure is the outcome of legal ballots received for a municipal or special election. This figure will be determined by taking the number of legal ballots received and dividing it by the total number of City registered voters.</i>	2003	see notes			<i>There was not a municipal election in Fiscal Year 2003</i>
		2004	see notes	0	52,558	<i>The total number of registered voters eligible to vote in the Regular Municipal Election, October 28, 2003 was 231,321. The total number of voters was 52,558, resulting in a twenty three percent (23%) turnout.</i>

Strategy Outcome	Measure	Year	Project	Mid Year	Actual	Notes
To ensure the public is well informed of governmental policies and procedures, maintain and preserve accessible public records and communicate municipal election information to voters.	<i>Our first measure is the total number of inspection of public records requests received by interested parties of our community.</i>	2003		45	95	
		2004	see notes	64	118	<i>As stated in the Inspection of Public Records Request Act, the Office of the City Clerk has three days from receipt of a records request in which to respond to the interested party, informing them of when the records, if in existence, may be examined. The Office of the City Clerk maintains quality performance by responding to each records request, with in the applicable time allotted by state and local law.</i>

2005 see notes

*To date there is not a municipal
election schedule in Fiscal Year
05*

Goal: COMMUNITY AND CULTURAL ENGAGEMENT
Parent Program Strategy: OFFICE OF CITY CLERK
Department: CHIEF ADMINISTRATIVE OFFICER

Service Activity: City Clerk

3951000

Service Activity Purpose and Description

The City Clerk is the Chief Records Custodian of the City of Albuquerque. The office is responsible for the storage and disposition of specified records and documents for the City. Furnishing copies of municipal records upon request accurately, efficiently and objectively is a primary concern. Various City Ordinances have set out services to be provided by the City Clerk staff because of the un-biased atmosphere found in this office. The City Clerk is also charged with conducting legal, fair, honest and open municipal elections. The current state of customer conditions is excellent. All customer conditions are addressed as they arise with the primary focus on accuracy, efficiency and promptness.

Changes and Key Initiatives

FY 04: The Office of the City Clerk along with ISD have implemented an online reporting and disclosure of campaign finance activity by all candidates and current elected City officials. The general public has access to the site through the internet and may choose from a variety of reporting options.

FY05 The Office of the City Clerk is currently working on organizing a Records Retention and Disposition Committee (R.A.D). The City Charter requires a committee be developed to modify and deal with records retention issues. The committee last met in 1992. The committee will focus on updating the outdated version of the Administrative Instruction 1-5, Record Retention Schedule, create new categories for items not covered in the current schedule and assist departments in the retaining and depositing of records.

Input Measure (\$000's)

2002	110	110 GENERAL FUND	271
2003	110	110 GENERAL FUND	289
2004	110	110 GENERAL FUND	285
2005	110	110 GENERAL FUND	425

Strategic Accomplishments

FY/02: Conduct a training for those responsible for Inspection of Public Records Requests and Records Retention Management for all the departments within City of Albuquerque.

FY 02: As mandated by City ordinance the Office of the City Clerk has developed a lobbyist registration form for any individuals wishing to lobby in the City of Albuquerque. The completed forms are posted on the City of Albuquerque website within one week of registration.

FY03 - The Campaign Reporting Website is a new ordinance driven feature which has just recently been implemented by the Office of the City Clerk. This website allows sitting officials and candidates for municipal office to disclose all financial activity conveniently on-line. Reporting will be immediately generated and will be accessible via the internet for all to see. Training sessions will take place biweekly allowing the mayor/city councillors, as well, as candidates to learn how to input their financial information.

FY04

The Office of the City Clerk conducted an Inspection of Public Records Request training for all record custodians. The training included an in depth presentation and discussion, to ensure proper compliance of the Inspection of Public Records Act regulated by the Office of the Attorney General. A current edition of the Inspection of Public Records Act, an updated schedule for Records Retention and Notice to Inspect Public Records were explained and distributed to each records custodian to meet compliance with State regulations.

The Office of the City Clerk developed an Election Procedures Manual to assist in the conduct of municipal elections. Included with the conduct of election protocol are the following: 2004 Election Guide for Candidates, First Time User's Guide to aide candidates and elected officials in entering campaign financial information, E-Voting and Record Center Election Procedure Manual.

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
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Contracts Processed	2001			1296	
	2002	1296	622	1131	
	2003	1296	823	1466	
	2004	1296	670	1352	

2005 1296

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Executive Communications Processed	2001			216	
	2002	216	97	289	
	2003	216	143	340	
	2004	216	132	304	
	2005	216			

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Public Openings of Capitol Bids	2001			35	
	2002	35	20	38	
	2003	35	31	46	
	2004	35	27	57	
	2005	35			

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Published Ordinances	2001			41	
	2002	35	14	44	
	2003	35	22	56	
	2004	35	23	62	
	2005	35			

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Published Resolutions	2001			138	
	2002	103	41	104	
	2003	103	104	183	
	2004	103	95	179	
	2005	103			

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Requests for Bids	2001			161	
	2002	165	66	128	
	2003	161	70	144	
	2004	161	68	169	
	2005	161			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Requests for Proposals	2001			40	
	2002	40	25	39	
	2003	40	13	28	
	2004	40	8	11	
	2005	40			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Research Requests	2001			1262	
	2002	1,183	789	1350	
	2003	1,183	660	1080	
	2004	1,183	227	602	The reduction of research requests is due to financial statments detailing contributions and expenditures raised by election candidates and officials being available on our new Campaign Reporting Website.
	2005	1,183			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
Voter turnout for each municipal election	2001			see notes	In FY 01 there were 245,826 registered City voters. The number of legal ballots received by this office for the May 30, 2001 Special election was 50,610. The outcome of this election was 19.86%
	2002			see notes	In FY 02 there were 235,152 registered City voters. The number of legal ballots received by this office for the October 2, 2001 Municipal election was 99,695. The outcome of this election was 42.39%
Voter turnout for each municipal election.	2003	see notes			There was not a municipal election in Fiscal Year 03
	2004	see notes		23%	There was an election on October 28, 2003. The total number of registered voters eligible to vote in the Regular Municipal Election, October 28, 2003 was 231,321. The total number of voters was 52,558, resulting in a twenty three percent (23%) turnout.
	2005	see notes			

Goal: COMMUNITY AND CULTURAL ENGAGEMENT
Parent Program Strategy: OFFICE OF CITY CLERK
Department: CHIEF ADMINISTRATIVE OFFICER

Service Activity: Records Center

3952000

Service Activity Purpose and Description

The Records Center stores and preserves the official records of the City of Albuquerque. State rules and regulations specify times and conditions for document storage, retention and destruction. State law also sets out requirements for the converting and processing of permanent documents.

Changes and Key Initiatives

In July 2002 the Record Center implemented a new digital scanning system, which replaced the micrographic process. The Record Center began scanning documents in November 2002 and is still in a continual learning process. Until the training/modifying procedure is complete the Record Center will not meet the previously expected goal of 1,000,000 scanned documents per fiscal year.

Input Measure (\$000's)

2002	110	110 GENERAL FUND	453
2003	110	110 GENERAL FUND	402
2004	110	110 GENERAL FUND	468
2005	110	110 GENERAL FUND	459

Strategic Accomplishments

The Record Center has recently implemented a digital document conversion system. In comparison to the outdated micrographic conversion and retrieval process used by the Record Center in the past, the current digital method allows individuals within City Departments to conveniently access documents retained by the City's Retention Schedule. This conversion process, once fully implemented will alleviate storage problems that have plagued the Record Center for numerous years.

FY04

The Record Center has developed new guidelines for the scanning and archiving of all payroll documents. These guidelines will provide uniformity and consistency in the documents received from each department for scanning. This new process will also assist in the retrieving of records.

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Documents/plans microfilmed	2001			929,121	
	2002	1,000,000	520,620	1,207,991	
Documents/plans microfilmed					
Scanned documents/plans	2003	1,000,000	80,504	366,880	In July 2002 the Record Center implemented a new digital scanning system, which replaced the micrographic process. The Record Center began scanning documents in November 2002 and is still in a continual learning process. Until the training/modifying procedure is complete the Record Center will not meet the previously expected goal of 1,000,000 scanned documents per fiscal year.
Scanned documents/plans	2004	400,000	162,645	371,457	
	2005	400,000			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
% reshots	2001			0.1%	
% reshots	2002	0.1%	.002%		

Goal: COMMUNITY AND CULTURAL ENGAGEMENT
Parent Program Strategy: OFFICE OF CITY CLERK
Department: CHIEF ADMINISTRATIVE OFFICER

Service Activity: Elections

3953000

Service Activity Purpose and Description

Elections

Changes and Key Initiatives

Input Measure (\$000's)

2002	110	110 GENERAL FUND	304
2003	110	110 GENERAL FUND	0
2004	110	110 GENERAL FUND	563
2005	110	110 GENERAL FUND	250

Strategic Accomplishments

Goal: COMMUNITY AND CULTURAL ENGAGEMENT
Parent Program Strategy: OFFICE OF CITY CLERK
Department: CHIEF ADMINISTRATIVE OFFICER

Service Activity: Boards and Commissions

3954000

Service Activity Purpose and Description

The Boards and Commissions Office provides a variety of services to all City employees and the general public. The staff offers support to the Labor Management Relations Board, the Personnel Board, the Board of Ethics, the Grievance Resolution Committee, and the Hearing Officers. Hearings and appeals addressed by City Ordinances include but are not limited to: water, housing, water waste, vehicle seizures, towing, liquor dispenser applications and permits.

Changes and Key Initiatives

FY/02 Proposed: To implement an ordinance which will allow for the charging of a \$50.00 fee for administrative hearings, requested by the general public.

FY 03: The certification of an additional tape monitor will allow for simultaneous hearings conducted by this office.

FY04

The Boards and Commission Office has begun conducting hearings for vehicles seized under recently enacted legislation mandated by the Noise Ordinance and the Inoperable/Abandoned Vehicle Ordinance.

Input Measure (\$000's)

2002	110	110 GENERAL FUND	111
2003	110	110 GENERAL FUND	128
2004	110	110 GENERAL FUND	131
2005	110	110 GENERAL FUND	139

Strategic Accomplishments

FY'03 - the Office of the City Clerk has initiated an ordinance, which allows for a \$50 hearing fee for administrative hearings conducted. The fee alleviates some of the costs to the general fund in preparing and holding these hearings. The ordinance was fully implemented in April 2003 and has proven to be successful.

FY04

In FY03 the Office of the City Clerk initiated legislation requiring a \$50.00 fee be imposed for all administrative hearings conducted by the Boards and Commission Division. This initiative has prospered into a major revenue generating component for the COA.

The Office of the City Clerk is currently implementing a digital recording system to capture all ordinance mandated administrative hearings conducted. This system includes the archived proceedings in a compact disc format which will allow for superior sound quality, storage and retrieval. The recording system has the capability of playing back verbatim history while the proceeding is still in session without interruption.

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Board of Ethics	2001			5	
	2002	8	3	3	
Board of Ethics	2003	8	3	7	The Board of Ethics has processed 7 complaints received by the Office of the City Clerk. The Board of Ethics meets on a regular basis to discuss the elections process and audit financial activity of each candidate running in a Municipal Election, as well as, sitting officials of the City of Albuquerque. The Board of Ethics is currently revising their Rules and Regulations
	2004	8	2	7	
	2005	8			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Class I Grievance	2001			20	
Class I Grievance	2002	20	8	8	
	2003	20	0	3	
	2004	20	3	18	
	2005	20			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Grievance Resolution Committee hearings	2001			33	
Grievance Resolution Committee hearings	2002	31	7	16	
	2003	18	9	13	
	2004	18	3	12	
	2005	18			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Labor Board hearings	2001			23	
Labor Board hearings	2002	23	13	13	The decrease in Labor Board Meetings is a result of all of the expiration of terms for the three memebers. The last Labor Board Meeting was held on January 8, 2002. A union representative was approved by City Council on April 1, 2002 by EC 02-75. To date, a management representative has not been submitted by the administration
Labor Board hearings	2003	23	4	10	
	2004	23	2	10	
	2005	23			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Lodgers Tax appeal	2001			3	
Lodgers Tax appeal	2002	3	1	1	
	2003	3	0	0	
	2004	3	0	0	
	2005	3			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Personnel Board hearings	2001			8	

Personnel Board hearings	2002	8	4	4	The decrease in Personnel Board meetings is due to the expiration of terms for various members. The last Personnel Board hearing was conducted on July 18, 2001. A successful Personnel Board election was conducted on February 27, 2002 to elect two members and was approved by City Council on July 26, 2002.
Personnel Board hearings	2003	8	3	9	
	2004	8	2	7	
	2005	8			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Section 8 Housing appeal	2001			8	
Section 8 Housing appeal	2002	5	2	9	
	2003	5	6	8	
	2004	5	6	15	
	2005	5			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
body art studio revocation	2001			1	
body art studio revocation	2002	1	1	1	
body art studio revocation	2003	1	0	0	
	2004	1	0	0	
	2005	1			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
liquor license hearings	2001			81	
liquor license hearings	2002	81	52	79	
liquor license hearings	2003	81	45	113	
	2004	81	17	64	
	2005	81			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
towed vehicle appeals	2001			0	
towed vehicle appeals	2002	3	3	6	
towed vehicle appeals	2003	1	4	7	
	2004	1	2	13	
	2005	1			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
vehicle seizure hearings	2001			235	
	2002	235	112	328	
vehicle seizure hearings					
vehicle seizure hearings	2003	235	203	465	<i>The Vehicle Seizure Ordinance has resulted in a large volume of administrative hearing requested of the Boards and Commissions Office. In 2002 the City Clerk's Office developed legislation creating a \$50 hearing fee to cover costs associated in the hearings. The General Fund reaps the continual benefits of the fees collected.</i>
	2004	235	184	580	
	2005	235			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
waste water appeal	2001			16	
	2002	15	6	34	
waste water appeal					
	2003	15	14	22	
	2004	15	3	14	
	2005	15			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Inoperable/Abandon Vehicles	2005	300			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Inoperable/Abandoned Vehicles	2004	20		32	

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
State and local laws control quality measures. City ordinances set out the number of hours or days within which to conduct a hearing or hold a meeting. Notification of hearings/ meetings is controlled by the State Open Meetings Act. The quality measure of this activity should be "0" as any failure to meet deadlines or fulfill commitments is a violation of state and local laws.	2001				
	2002	100%			
	2003	100%	100%	100%	<i>The Boards and Commissions Office of the City Clerk continues to conduct hearings has mandated by Federal, State and Local laws</i>

2004	100%	100%	100%	<i>The Boards and Commissions Office of the City Clerk continues to conduct hearings has mandated by Federal, State and Local laws</i>
2005	100%			